

Freedom of Information Act 2000 (FOIA)

Decision notice

Date: 22 March 2012

Public Authority: The Information Commissioner's Office

Address: Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Decision (including any steps ordered)

1. The complainant requested a copy of the ICO's current service standards.
2. The Commissioner's decision is that the Information Commissioner's Office (the ICO) has failed to provide a response within the 20 working days required by the FOIA thereby breaching section 10(1).
3. As a response has now been provided, the Commissioner requires no steps to be taken.

Request and response

4. On 26 September 2011, the complainant wrote to the ICO and requested information in the following terms:

"Will you please state what you mean by 'in line with our current service standards' and please supply a copy of them pointing out any relevant bits."

Scope of the case

5. The complainant contacted the Commissioner to complain about the way his request for information had been handled.

Reasons for decision

6. Section 10(1) of the FOIA states that a public authority in receipt of a request for information has a duty to respond within 20 working days.
7. Following receipt of the complaint the ICO provided the complainant with the requested information on 16 November 2011.
8. From the information provided to the Commissioner in this case it is evident that the ICO did not respond to the complainant within the statutory time frame.

Right of appeal

9. Either party has the right to appeal against this decision notice to the First-tier Tribunal (Information Rights). Information about the appeals process may be obtained from:

First-tier Tribunal (Information Rights)
GRC & GRP Tribunals,
PO Box 9300,
LEICESTER,
LE1 8DJ

Tel: 0300 1234504

Fax: 0116 249 4253

Email: informationtribunal@hmcts.gsi.gov.uk

Website: www.justice.gov.uk/guidance/courts-and-tribunals/tribunals/information-rights/index.htm

10. If you wish to appeal against a decision notice, you can obtain information on how to appeal along with the relevant forms from the Information Tribunal website.
11. Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this decision notice is sent.

Signed

**Gerrard Tracey
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Wycliffe House
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SK9 5AF**